CLAIMS

1. What is claimed is:

2. 1.   A method of communicating information between a first individual and a

3. second individual, comprising:

4.   receiving a first signal in voice format from the first individual;

5.   automatically converting the first signal directly from voice format into text

6. format;

7.   receiving a second signal in voice format from the second individual;

8.   automatically converting the second signal directly from voice format into text

9. format.

10. 2.   The method of claim 1, and wherein the second signal is remotely received

11. from the second individual via a telecommunications network.

12. 3.   The method of claim 1, and further comprising distinguishing the first signal

13. from the second signal.

14.

15. 4.   The method of claim 1, and further comprising:

16.   visually displaying the first signal as first portions of text; and,

17.   visually displaying the second signal as second portions of text.

5.   The method of claim 4, and further comprising:

      assigning a first label to the first signal; and,

      assigning a second label to the second signal.

6.   The method of claim 5, and further comprising:

      visually displaying the first label with the first portions of text; and,

      visually displaying the second label with the second portions of text.

7.   The method of claim 1, and further comprising:

      storing the first signal in text format; and,

      storing the second signal in text format.

8.   The method of claim 7, and wherein the text format of the converted first and second signals comprises electronic signals representative of the text format, the method further comprising providing a readable memory device, and storing thereon at least a portion of the electronic signals representing the text format.

9.   The method of claim 4, and wherein:

      the first portions of text are visually displayed in a first color; and,

      the second portions of text are visually displayed in a second color.

1   10.   The method of claim 4, and wherein:

2   the first portions of text are visually displayed in a first typographical font; and,

3   the second portions of text are visually displayed in a second typographical

4   font.

5   11.   A communication apparatus, comprising:

6   a controller configured to receive a first signal in voice format and also

7   configured to receive a second signal in voice format;

8   a program comprising a series of computer-executable steps which can be

9   executed by the controller to automatically convert the first signal directly from voice

10   format into text format and to automatically convert the second signal from voice

11   format into text format; and,

12   a visual display device in signal communication with the controller and

13   configured to visually display the first signal as text and to visually display the

14   second signal as text.

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16   12.   The apparatus of claim 11, and further comprising a receiver configured to

17   detect the first signal and the second signal and further configured to enable the

18   program to distinguish between the first signal and the second signal.

19   13.   The apparatus of claim 12, and wherein the receiver comprises a first portion

20   configured to detect the first signal and a second portion configured to detect the

21   second signal.

1 14. The apparatus of claim 11, and wherein the apparatus is configured to be

2 used in a customer support environment to facilitate the communication of customer

3 support data via a telecommunication network and between the first individual, who

4 is a support technician, and the second individual, who is a customer.

5 15. A computer-readable storage medium for use in a computer system having

6 a controller configured to execute computer-executable instructions, the medium

7 holding computer-executable instructions to:

8 read a first voice signal in voice format;

9 automatically convert the first signal from voice format into text format;

10 read a second signal in voice format; and,

11 automatically convert the second signal from voice format into text format.

12 16. The computer-readable storage medium of claim 14, and further holding

13 computer-executable instructions to distinguish the first signal from the second

14 signal.

17.   A customer support system apparatus comprising:

a telecommunication network;

at least two telephone devices allowing a support technician to transmit at least one first signal in voice format, and allowing a customer to transmit at least one second signal in voice format via the telecommunication network;

a receiver configured to detect the first and second signals;

a controller configured to automatically convert the first and second signals from voice format into text format and to generate human-readable text substantially representative of the first and second signals; and,

a visual display device configured to visually display the human-readable text to the support technician.

18.   The apparatus of claim 17, and wherein:

the human-readable text comprises a first portion which is generated form the first signals, and a second portion which is generated form the second signals; and,

the controller is further configured to differentiate between the first signals and the second signals, and to generate distinguishing characteristics of the respective first and second portions of the human-readable text to correspondingly identify such with the respective support technician and the customer.

19.   The apparatus of claim 17, and wherein the controller converts the first and second signals into human-readable text by employing speech recognition technology.

1   20.   The apparatus of claim 17, and further comprising a computer readable

2   memory device, and further wherein the first and second signals are automatically

3   converted by the controller into digital electronic signals, and further wherein the

4   controller is configured to store the first and second signals in text format on the

5   computer readable memory device.